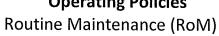
Storm Water Division







Policy No.:	RoM-2		Page	1	_ of _	1	
Subject:	Response to Servi	ce Requests	Effectiv	e Date:	10-0	1-12	
Applies To:	Stormwater Maint	enance	New Issue x Partial Revision Complete Revision				
Purpose:	To establish a consistent policy for the investigation and resolution of stormwater related requests for service.						
Policy:	 Stormwater service requests will be investigated generally on a first-come basis. However, for the sake of efficiency, multiple service requests in close geographic proximity may be investigated as a group regardless of the order of the receipt of the requests. Services requests will be investigated and one of the following actions will be taken: 1. A work order will be issued to resolve the request through MWS Stormwater Maintenance; 2. The request will be forwarded to a private contractor for further investigation, engineering analysis, and/or project design; 3. The request will be forwarded to another agency or private entity for resolution; or 4. Customer will be contacted stating that the service request is not related to stormwater or not the responsibility of Metro Government to resolve. 						
Revision No		Recommend	led by:	U	ſ	Date [[/14 /16
	10,01,10	Assistant Dir	v:				FNOV16

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